



### COVID-19 Frequently Asked Questions:

Below are frequently asked questions about the City of Wilmington's Order as well as the Governor's state-wide Stay at Home Order. The New Hanover County order can be [found here](#).

Additional information about [City related information and closures](#).

Additional FAQ's compiled by New Hanover County can be [found here](#).

Additional FAQ's compiled by the Governor's Office can be [found here](#).

Disclaimer: This is a rapidly changing situation and the answers to these questions may change daily, so please make sure to keep checking back regularly as we update answers to your questions.

### **MONDAY, APRIL 6, 2020**

#### **Q: Are electronics stores, and electronics sections of other stores, allowed to remain open?**

A: Electronics, including cell phones and computer equipment and televisions, are considered essential for mobility and telecommunication under for the Governor's order and the local orders, so stores offering electronics may continue to operate. However, non-essential electronics such as video games, DVD's, music, etc., should be roped off and made unavailable to the public during this time. Online options are still available for those items.

#### **Q: Are vape shops allowed to stay open?**

A: Vape shops, just like cigar and tobacco shops, are considered non-essential and must close all in-person shopping areas to the public. However, online, delivery, and curbside service may be implemented.

#### **Q: Can jewelry stores sell products to customers through in-store operations?**

A: Jewelry stores are not considered essential retail and must close their stores to the public under both the Governor's order and under the current local orders. To the extent that a jewelry store desires to buy jewelry or accept jewelry on a pawn basis from the public, those transactions may be carried out curbside at the store, but the public is still not allowed to go into the store.

#### **Q: Do fabric stores have to close? (Amended from 3/31/2020)**

A: Due to recent CDC guidance recommending that people wear fabric masks when they are out in public in areas where social distancing is not as easy to maintain (i.e. grocery stores, pharmacies, etc.), fabric to make those cloth masks is now deemed essential. As a result, fabric stores, and other stores that sell fabric and sewing supplies, are allowed to be open to the public. However, any area of the store that does not relate to fabric or sewing supplies to make fabric masks must be roped off or otherwise made inaccessible to the public. To the extent that clothing material can be used to make fabric masks, those specific items of clothing may be sold, but clothing in general remains non-essential retail under the local order, and non-essential clothing should still remain roped off and unavailable to the public.

**Q: Do I still have to have my car inspection performed and my registration renewed by the expiration date if it expires soon?**

A: As of the date of this FAQ, we are not aware of any “grace periods” being given for automobile registrations or inspections. Auto repair shops and other businesses who perform these inspections have been allowed to remain open, so there is no reason they cannot be done. If you are worried about someone else being in your car, you can ask the business to wipe down and sanitize the interior of the car before it is returned to you, and you may do the same thing yourself once you get your car home.

**Q: Why is the City not closing public transportation?**

A: All forms of transportation are essential in order to support workers who are going to and from essential jobs and members of the public who are traveling to obtain essential products and services like groceries and medicine. Unfortunately, having a personal vehicle is not an option for many people, so public transportation must remain operational in order to meet the needs of those individuals.

**Q: Are the Cape Fear River and Intracoastal Waterway closed to everyone not deemed essential?**

A: The County’s order does not close the waterways themselves. It only limits access to the waterways by motorized vehicles (boats, jet skis, etc.) attempting to launch from public or private marinas and boat docks which are not associated with deeded property owners. For private docks and ramps associated with deeded property owners, recreational use of motorized vehicles is allowed. Kayaks, paddle boards, and other non-motorized conveyances may still be used on the water and taken out from any public or private marina or boat dock.

**Q: Does the boat ramp closure apply to your private boat dock/pier?**

A: If your boat is already in the water in a slip or on a dry lift that is part of your deeded property rights, you can still access it. Similarly, subdivision communal boating facilities (including those owned by an HOA on behalf of deeded lot owners) can be used, as such slips are attendant to residential properties, as long as communal spaces (restrooms, clubhouses, showers, kitchen/cleaning areas, and other enclosed areas) are not needed to access the slip. Recreational use would be allowed, provided no use of any communal areas. Private docks/marinas which are not associated with deeded property owners are closed.

**Q: Are residential swimming pool installations considered an essential service?**

A: The construction industry (which includes landscaping and other similar businesses) has been deemed essential, so all construction work, whether government, residential, or commercial, and whether or not it has to do with the pandemic, is all allowed under both the state and local orders. As a result, installation of a residential swimming pool is allowed under the current orders, with employees encouraged to practice social distancing to the fullest extent practicable while they are on the job.

**Q: Are tree service businesses considered an essential service?**

A: Tree services may remain open for business. They are exempted under both the Governor’s order and the local orders since they provide a landscaping and maintenance service, which is deemed essential. The “essential” designation applies in both the commercial and residential contexts and does not depend on whether the work is being done in support of efforts against the virus. Social distancing should be observed by the employees who are working, to the fullest extent practicable.

**FRIDAY, APRIL 3, 2020**

**Q: If two persons reside in the same household, can they share a golf cart?**

A: No. The current local order is specific that golfers may walk, or they may ride with one person per cart. If two people in the same family want to play at the same time and both want to ride in a cart, then two carts will need to be used.

**Q: Is a dog grooming service allowed to continue operation?**

A: Yes. Because dog grooming can affect the health and safety of pets, it is considered an essential service and these businesses may continue operation. This applies equally to grooming companies with a brick and mortar building and mobile grooming services that pick up and drop off pets at a customer's home.

**Q: Are real estate businesses allowed to stay open, including showing houses?**

A: Real estate has been determined to be essential to the need of finding shelter, so real estate practices are allowed to continue, but all realtors are encouraged to move their businesses to online platforms, to the fullest extent practicable. For instance, while in-person house showings are allowed, it would be more in line with social distancing requirements to employ virtual home tours and show clients pictures of properties instead of traveling out to a host of properties to see them in person.

**Q: Are local motor companies that only sell cars and do not offer auto repair allowed to stay open to the public?**

A: Businesses that are strictly auto sales may not remain open to the public, but online sales and curbside pickups may be conducted, subject to social distancing requirements.

**Q: Does the Governor's Executive Order 121 shut down auto sales? If the State Order doesn't stop auto sales, why does our local order do so?**

A: The Governor's order does not prohibit auto sales in any form, but local governments are authorized to supplement the Governor's order and may enact local restrictions that are more restrictive than the Governor's order. New Hanover County and the City of Wilmington conferred with local public health officials who identified auto sales as an activity that, if restricted, would be expected to significantly help in the fight to slow the virus. The local order takes those considerations into account.

**Q: Auto sales relate to mobility. Why aren't they considered to be essential?**

A: While auto sales do relate to mobility, the local order specifically extends the non-essential retail restrictions to auto sales. It restricts auto sales in order to help slow the virus, not because auto sales are or are not essential.

**Q: What exactly about auto sales does the current local order restrict?**

A: In-person shopping areas and facilities (including showrooms and the car lots themselves) must be closed to the public. The local order does not prevent online marketing, nor does it forbid the actual sale of a vehicle. **It also clearly states that delivery and curb-side service may be implemented or continued.**

**Q: If in-person shopping areas of a car dealership are closed, but vehicles can still be sold via electronic marketing, delivery, or curbside methods, are test drives allowed?**

A: Test drives are highly discouraged as the vehicle itself can become a vector for the virus, and social distancing of six (6) feet between people simply makes traditional test drives impracticable. However, through the use of curbside methods, a potential buyer can make a pre-arranged appointment to come to the business, have the salesperson meet them at the business with the vehicle, and then allow the buyer to take a vehicle for an **unchaperoned** test drive. A test drive may not include a salesperson in the vehicle. Thorough cleaning of any test-driven vehicle, including allowing the vehicle to go unused for 72 hours after the test drive, is necessary in every test drive situation.

**Q: What exactly are the in-person shopping areas of an auto dealership that must be closed to the public?**

A: Auto showrooms and sales lots must be closed to public access. Repair areas wherein the public may drop off a vehicle for repairs may remain open to the public. Customer lounges should be closed and waiting areas should be restricted to no more persons than can maintain proper social distancing. Customers should be encouraged to drop off vehicles and immediately leave, and to pick up vehicles by appointment so that waiting is minimized.

**Q: Are loaner vehicles still allowed while a vehicle is repaired?**

A: Neither the Governor's order nor the local order specifically addresses loaner vehicles, so they are allowed. Thorough cleaning of any loaner vehicle, including allowing the vehicle to go unused for 72 hours after it is loaned, is highly recommended.

**Q: Are vehicle sales allowed for necessity?**

A: The local order does not specifically allow a necessity exception for in-person auto sales. If the need does arise for a vehicle to be purchased as part of the emergency response against the virus, an authorization letter will be issued by a government entity that will set the parameters for the sale to occur. Government entities include, but are not limited to, New Hanover County, the City of Wilmington, or New Hanover Regional Medical Center. Please note that this requirement is applicable to in-person sales. Sales conducted via electronic marketing, delivery, or curbside methods are all still allowed under the local order.

**Q: Are City boat ramps and kayak launches open?**

A: The City has chosen to close the boat ramp at Dram Tree. City kayak launches remain open.

**Q: If furniture stores are required to shut down or rope off the furniture sections of their stores as not essential, can big box stores like Wal-Mart and Big Lots continue to sell furniture?**

A: No. Furniture is not essential retail under either the state or local orders currently in effect. If stores that sell essential retail items also sell furniture, they are required to rope off and make inaccessible any areas within their stores where furniture is available.

**Q: Are companies that produce food allowed to sell their products to customers out the back of large refrigerated trucks?**

A: Under both the state and local orders, all forms of food sales are allowed as long as they are not done inside a restaurant and are by online orders, curbside pick-up, and delivery. As a result, food trucks, farmer's markets, roadside food stands, and even sales out of the back of refrigerated trucks are allowable, as long as they follow the distribution method restrictions and urge their customers and employees to practice social distancing while at the business.

**Q: Are chiropractic offices allowed to remain open under the healthcare exceptions, and does that include massages?**

A: In the Governor's Executive Order #121, healthcare is construed broadly to avoid any impacts to the delivery of healthcare. Chiropractic offices may continue to operate and provide care to patients. However, if the chiropractic office also provides massage services, which are services that the Governor has ordered to cease, such services are not allowed to continue.

**Q: Why are NYC planes still coming into Wilmington?**

A: The City cannot legally limit incoming air traffic to only Wilmington or North Carolina residents, or exclude travelers from any particular area. The state or federal government would need to make that decision, and there has been no discussion of that to date. The airport does have screening measures in place, and you can

contact the [Wilmington International Airport](#) at 910-341-4125 or the [Airport Authority](#) directly if you have questions or concerns about what those screening measures are.

**Q: Are greenhouses considered an essential business and allowed to stay open to the public?**

A: Greenhouses are classified as part of an essential industry relating to landscaping, construction, and maintenance, so they are therefore allowed to remain open. Businesses should practice social distancing to the fullest extent practicable.

**Q: Are gift shops inside other essential businesses able to remain open to the public?**

A: Gift shops inside otherwise essential businesses need to be roped off from the public and entry into those areas should not be allowed.

**Q: Are martial arts and other similar facilities that normally provide after-school childcare, and now provide either part-time or full-time childcare allowed to remain open to the public, even if they are not a licensed childcare facility?**

A: Childcare, whether from licensed centers, church providers, daycares, after-care providers, home-based care, or any other source, is considered to be an essential service. As a result, a business that provides martial arts classes or other similar classes (dance, swimming, etc.) for children would be allowed to remain open for the purpose of providing care during the day and early evening for children. However, classes for adults are non-essential recreation businesses and are not allowed. Additionally, social distancing must be practiced to the fullest extent practicable.

**THURSDAY, APRIL 2, 2020**

**Q: Are storage centers within the City of Wilmington allowed to remain open?**

A: Yes, they are. These storage facilities are seen as an extension of the home for many apartment and condo residents, and others as well. All current state and local orders allow for businesses to remain open that support the basic need of shelter for citizens, so these storage facilities fit that shelter requirement.

**Q: Do the Goodwill stores have to close, or can they stay open because they are a charity?**

A: The inside of Goodwill stores is considered non-essential retail and must close. However, the stores can continue to take in and pick up donations and continue with all other charitable activities in the community for the populations they serve. Additionally, they can remain open for curbside pickup and delivery, if they choose.

**Q: Are church members allowed to leave home to do volunteer work, including caring for and maintaining church property, under the current orders?**

A: Under both the state and local orders, citizens are allowed to leave their homes for the purpose of volunteer and religious activities, as long as there are no more than 10 people present (including church or organizational staff) and as long as social distancing requirements are met.

**Q: Are shelters and boarding kennels allowed to operate?**

A: Yes. Under the Governor's order, businesses that provide food, shelter, services, and other necessities of life for animals, including kennels, animal shelters, and adoption facilities, are essential businesses and may remain open.

**Q: Are shelters for the homeless, domestic violence victims, etc. allowed to stay open?**

A: The Governor's order says that residential facilities and shelters for adults, seniors, children, pets, people with intellectual and developmental disabilities, victims of domestic violence, the homeless, substance abusers, and the mentally ill are all considered essential and are not required to close. They are encouraged to practice social distancing as much as possible. If one shelter voluntarily decides to close, for whatever reason, other shelters and facilities should still be open.

**Q: Are food trucks allowed continue operation, including visits to neighborhoods and multi-family complexes, under the current orders?**

A: Food trucks are allowed under both the state and local orders. Food trucks are treated like bars and restaurants, so they are able to offer curbside takeout and delivery. They are encouraged to tell their customers to stand at least 6 feet apart while they wait for their food to be prepared.

**Q: Are people who are already staying at local hotels allowed to remain until the end of their stay?**

A: Yes. Anyone who was already staying at a hotel or motel at the time that the City's order went into effect at 5:00 pm on Monday the 30th is allowed to stay there until their stay is over.

**Q: Are contractors coming to the area allowed to check-in to local hotels and motels under the current orders?**

A: With regard to any new contract workers coming in, workers who are supporting essential functions are allowed to stay at local hotels and motels. The City has asked innkeepers to obtain and keep on file some form of documentation to support why each person is staying at the hotel. The individual hotel or motel will let you know what kind of documentation they require, but it could include copies of work badges, letters from employers, copies of work orders, or other proof that is acceptable to the innkeeper.

**Q: Are dry cleaners considered essential services?**

A: Essential services can be either direct or indirect. Dry cleaners are considered to be essential services because they support people who are performing essential services and working for essential businesses, so they are allowed to continue operation under both the state and local orders. Social distancing with customers and between staff is strongly encouraged.

**Q: Is it legal for companies to be conducting door to door sales while we are under a stay at home order?**

A: No. Door to door sales of any kind do not fall under any exception in either the state or local orders and must cease.

**Q: Does a bakery or café inside of a grocery store need to close?**

A: A bakery or café inside a grocery store does not have to close down, but if there is a seating area inside the grocery store for consuming goods from the bakery or café, that seating area should be removed so that on-premises consumption is not allowed.

**WEDNESDAY, APRIL 1, 2020**

**Q: Can cafés, either stand-alone or inside other retail stores, remain open?**

A: Cafés must close to the public, but they can continue to offer take-away and delivery options to customers. As with restaurants, no inside counter or carry-out food or beverage service is allowed.

**Q: Are country clubs and social clubs allowed to remain open?**

A: No. Under the current local order, all "country clubs and social clubs shall be closed." As a result, such clubs must close their facilities to the public and their members, with the exception of providing curbside food or

delivery of food through any onsite food and beverage providers. Golf courses within these clubs may continue to operate under the provision of the order that allows walking golfers or one golfer per cart and maintaining social distancing requirements. Other sports offered by these clubs, including but not limited to swimming, tennis, and pickleball, must cease. The current local order is effective through April 13, 2020 and may be amended at that time.

**Q: Can we leave our house to help elderly or disabled neighbors or family members?**

A: It is perfectly fine and encouraged to help your neighbors and family with groceries and other needs, as long as you maintain the proper social distancing.

**Q: Is the City taking measures to prevent tourists from traveling to our area?**

A: The City cannot legally limit incoming traffic to only in-state drivers. We either have to close all roads to everyone or let everyone come in. However, in the current local order, hotels, motels, and short-term lodging are required to close and not take any new reservations from anyone who is not displaced or needing somewhere to stay as a result of the coronavirus, or who is supporting an essential function (i.e. healthcare workers, truckers with supplies, construction contractors, people who cannot go home because family members are quarantined, people in town taking care of sick relatives, etc.). Extended stay hotels are allowed to keep operating for stays of 28 days or more, but there are not going to be any more short-term stays for vacation or tourism purposes for the duration of the County's order.

**Q: Can I be evicted or sued if I cannot pay my rent in entirety?**

A: For federally subsidized housing (HUD), there is currently a 120-day moratorium on evictions. For other renters, the Chief Justice of the North Carolina Supreme Court has closed courts until at least June 1<sup>st</sup>, so no new evictions can be processed until at least that time, which is likely to be extended further. Additionally, the Governor issued an order on March 30<sup>th</sup> (Executive Order #124) that addressed a moratorium on utility shut offs and encouraged landlords to forego eviction proceedings until at least after the Chief Justice's order is lifted.

**Q: Can specialty shops, like ice cream parlors, remain open?**

A: Just like restaurants and bars, they must close their indoor areas to the public, with no walk-in counter service, but they can continue to do online sales, curbside pickup, and delivery, if they choose.

**Q: Will there be consequences be for refusal to comply with restrictions? What will those consequences be?**

A: The purpose of the restrictions is to get the public and local businesses to voluntarily comply in order to curb the spread of the virus. Individuals or businesses who are in violation of the restrictions will be counseled first and educated on why they are in violation and asked to comply. If they refuse, violation can be a Class 2 misdemeanor, which could include jail time of up to 60 days and up to a \$1,000 fine.

**Q. Do fast food workers have to stay 6 feet apart and wear gloves?**

A: There is currently no requirement for restaurant workers to wear gloves or other personal protective equipment other than what is required by standard food safety regulations, but they are encouraged to maintain social distancing of at least 6 feet apart and contact for no more than ten minutes, to the extent practicable.

**Q: Are retail hardware stores and garden centers considered essential?**

A: Yes, hardware stores and construction companies, are considered essential services under the Governor's order and are therefore allowed to remain open to the public. Garden centers attached to these businesses (or

standing alone), would also be considered essential services as they provide landscaping materials, which are also part of the construction industry, and landscaping is therefore also considered to be an essential business. Employers are strongly encouraged to maintain appropriate social distancing (at least 6 feet apart for no more than 10 minutes) between both employees and each other and between employees and the customers, to the extent practicable, but essential businesses are exempted from the mass gathering restrictions under both the state and local orders.

**Q: What measures will be enacted for individuals and families who are otherwise homeless or displaced, and therefore living in places like hotels, motels, and short-term residences?**

A: Social distancing requirements are not applicable to the homeless population, but mass gathering rules still apply. With regard to lodging establishments, there is an exception in the current local order that allows for extended stay hotels to remain open for stays of 28 days or more. There are also exceptions for hotels and motels to rent to individuals who are working to ease the COVID-19 pandemic and those who are otherwise impacted by it, including hospital workers, truckers supplying essential services, construction workers, and others, but the hotels may require some information or documentation to verify that the need for the rental is related to the pandemic. Please feel free to call New Hanover County's Coronavirus call center at 910-798-6800 or [visit their webpage](#) for resource assistance.

**Q: How is the City of Wilmington enforcing the current state and local orders?**

A: WPD is enforcing all current orders within the City. There will be no roadblocks or checkpoints for vehicles, and individuals are not going to be required to present any form of documentation. The emphasis by the WPD is on voluntary compliance and not on issuing citations for criminal offenses, but those who are not compliant will be subjecting themselves to citation and prosecution for violation of an emergency order.

**Q: Is commercial construction considered essential?**

A: The construction industry has been deemed essential, so all construction work, whether government, residential, or commercial, and whether or not it has to do with the pandemic, is all allowed under both the state and local orders.

**Q: What's being done about the non-essential shopping in places that aren't being shut down?**

A: If you have a concern regarding a business within the City limits that you believe is not complying with the current orders, you may contact either the [WPD](#), [the Mayor's Office](#), or the [City Attorney's Office](#), and someone will direct your concern to the proper place for review. Email is the preferred form of communication so that you can receive a response in writing. Please see the links above to contact those parties.

**Q: Is the City's skate park open?**

A: Yes, but there must be less than 15 people present within the enclosed area of the park at all times. City staff will monitor to ensure that capacity isn't exceeded, and social distancing is observed. If the rules are not followed and social distancing practices are not honored, the skate park will close.

**Q: Are cigar shops considered essential businesses?**

A: Cigar and tobacco shops are considered non-essential and must close all in-person shopping areas to the public. However, online, delivery, and curbside service may be implemented.

**Q: Are religious institutions considered essential businesses?**

A: Religious Services are considered essential and may continue operating subject to the social distancing and mass gathering (no more than 10 people) requirements that are outlined in the Governor's order. A mass gathering of more than ten persons in a single room, single space, or any other confined indoor or outdoor



space at the same time is prohibited. We encourage all religious institutions to convert to an online or virtual format for the purpose of worship as much as practicable. Church staff are allowed to travel to and from work at the church for any work purpose, including the recording of any virtual programming, as long as staff also maintains social distancing while they are together.

**Q: Is clothing retail an essential business?**

A: Clothing retail is considered non-essential and stores must close all in-person shopping areas to the public. However, online shopping, delivery, and curbside service may be implemented.

**Q: Do grocery stores or essential service stores have to provide their employees with personal protective equipment (PPE) to remain open?**

A: Grocery stores are an essential service under all current state and local orders. They are ordered to comply with social distancing requirements, to the fullest extent practicable, including recommendations for maintaining no less than 6 feet of separation for no more than 10 minutes between both employees and other employees and between employees and customers. However, the police do not have authority to enforce internal business practices regarding social distancing or to intervene in disagreements between employees and employers on what practices should be employed. Additionally, there is no current requirement for any grocery store workers to wear personal protective equipment or to have any other safeguards in place. The City is working with all businesses to encourage best practices for the safety of workers and customers, and we will continue to provide as much information and education as we can to the community on how to do that.

**TUESDAY, MARCH 31, 2020**

**Q: Are the City of Wilmington's tennis courts open? (revised 4/1/2020)**

A: No, unfortunately the City's tennis courts will be closed. The current local order requires that all playgrounds, recreational facilities, and team sports facilities must close. The City has determined that tennis is a team sport, as it cannot be played without at least 2 people. Additionally, playing tennis requires the sharing of equipment, specifically tennis balls which are hit back and forth and touched repeatedly by all players. As a result, the City has determined that tennis courts fall under the current local order. That order is currently good through April 13<sup>th</sup> and could be renewed and/or amended at that time.

**Q: Are alcohol sales still allowed at the City's Municipal Golf Course?**

A: Yes, Alcohol sales are allowed at the Muni if they meet the following guidelines:

- They are purchased in closed containers; and
- They are consumed outside of the club house; and
- They are consumed while practicing the social distancing guidelines.

**Q: Are "corner stores" allowed to stay open?**

A: Yes, corner stores are essential services, just like grocery stores and other convenience stores, so they may remain open and are encouraged to maintain the social distancing guidelines.

**Q: Is the homeless population subject to the same gathering restrictions as everyone else, even when gathering for meals offered by non-profit organizations?**

A: Organizations that provide food and other necessities of life for economically disadvantaged individuals may continue offering services, including meals to the homeless population, but everyone involved should maintain 6-foot social distancing, and more than 10 persons should not congregate in the same area at the same time.

**Q: Are innkeepers allowed to rent hotel/motel rooms to individuals with a child or other family member admitted to the hospital but who do not have other local lodging and are not allowed to stay at the hospital due to COVID-19 restrictions?**

A: Yes, innkeepers may rent rooms to these individuals upon showing of proof of their circumstances. If individuals have difficulty with innkeepers allowing them to rent rooms, they may reach out to the City Attorney's office to provide proof of their circumstances, and City Attorney staff will reach out to the particular lodging facility to provide an interpretation letter confirming whether this is allowed under the particular extenuating circumstances.

**Q: Is a botanical nursery allowed to remain open as an essential business?**

A: Yes, a botanical nursery may remain open for business, as it is exempted under both the Governor's order and by New Hanover County since it provides products for compliance with planting and landscaping regulations. Social distancing must be observed.

**Q: Is fence construction allowed?**

A: Yes. All types of construction are considered an essential activity under the Governor's Executive Order 121, and the New Hanover County declaration does not further restrict fence construction or any other type of construction work.

**Q: Are farmer's markets allowed to remain open?**

A: Yes, however the City of Wilmington has made the proactive decision to no longer issue permits for events inside the City's limits to help further contain the spread of the coronavirus and flatten the curve. Farmer's markets in general are allowed under both the state and local orders, as they are a source of essential food, so participation in other farmer's markets is permitted. The vendors are asked to maintain social distancing requirements, both between their employees and with the public. Drive-thru farmer's markets are approved and encouraged.

**Q: Are all City parks closed?**

A: Yes, the current orders close playgrounds, playground equipment, exercise stations, team sports facilities and public gardens. All these areas within City parks are closed and should not be used by the public at this time. *Trails and other open public spaces in all parks will remain open.*

**Q: Can I still go to work if I have a job in construction?**

A: Yes, construction businesses can stay open under both the state and local orders. Those businesses are designated as essential, but they are still encouraged to practice social distancing in the workplace, including between employees and between employees and customers.

**Q: Would a residential pressure washing, and window cleaning business be considered essential?**

A: Yes, under the Governor's order, building and grounds management and maintenance, including for residential facilities, is allowed as an essential infrastructure service, and it is not excluded by the more restrictive provisions of the County order.

**Q: Are cell phone businesses considered essential?**

A: Yes, cell phone sales and service businesses can stay open under both the state and local orders, as they are necessary in order to carry out essential services.

**Q: What should City of Wilmington residents, who are returning home from another county, state, or country do upon arrival back in our area?**

A: Those residents should be advised to contact the New Hanover County Coronavirus Call Center at 910-798-6800, 7 days a week from 7:30am to 6pm, upon arriving back in Wilmington so that health professionals can determine what steps are appropriate given each particular situation.

**Q: Will the Wilmington Police Department be pulling people over to check where they are going?**

A: No, the Wilmington Police Department (WPD) will not be setting up roadblocks or check points to determine whether people are following the stay at home order. No “papers” are required to prove that you are an essential employee and the purpose of all current restrictions is to get compliance and protect the public, so the WPD will be focused on education and not arrests.

**Q: Are bookstores and sports equipment stores allowed to remain open?**

A: Bookstores and sports equipment stores are non-essential retail and are required to close to the public under the County’s current order. They may continue online and curb-side operation or delivery. The Governor’s order said that bookstores providing educational materials could remain open, but the County’s order is more restrictive and requires them to close in New Hanover County. Similarly, “bike shops” were allowed under the Governor’s order, but they are also non-essential retail under the County’s order and are required to close. If a sports equipment store or bike shop has a repair shop component, they will be allowed to remain open if they utilize the curb-side and online services, including drop-off and pick-up. (revised 4/1/20)

**Q: Are furniture stores required to close?**

A: Furniture stores are non-essential retail and are required to close to the public under the County’s current order. They may offer online and phone sales, and provide curbside pickup or delivery to customers, but the indoor areas of their business must remain closed. If a furniture store also sells appliances, then appliances are considered essentials under the County’s order. However, all parts of the store that do not contain appliances must be closed off or roped off to the public so that the public is only allowed to be in the area where the appliances are available.

**Q: Are towing companies allowed to continue business?**

A: Towing services are considered an Essential Business under the Governor's Executive Order 121 and may therefore continue services subject to social distancing requirements.

**Q: Are local motor companies that only sell cars and do not offer auto repair allowed to stay open to the public?**

A: Businesses that are strictly auto sales may not remain open to the public. Only online sales and curbside pickups may be conducted, subject to social distancing requirements.